

KIRKLEES COUNCIL

Job Description

Section: All School Model – Business Support

Job Title: Senior business Support Officer

Grade: 6

Purpose of Job

Schools/Colleges are providers of education, and extended learning services, all of which benefit pupils, parents and the local community. The school/college is a diverse employer that encourages the development of its staff who in turn deliver quality services to the pupils and parents whose expectations are constantly rising both in terms of better services and access to them. Employees feel that they are contributing to the local community and making a difference to people's lives whilst working in a dynamic, fair and flexible environment.

This job is part of the generic Business Support job family which plays a key role in supporting schools to deliver high quality services.

In your role you will be part of a team within the school/college. At this level you will already hold RSA II, a level 2 NVQ qualification in Business Administration (or equivalent) or have previously gained an equivalent level of work experience. You will need to work towards RSA III, NVQ level 3 in Business Administration (or equivalent), ECDL. As well as a thorough induction into the school and the role you will receive regular support to help you to develop within both your current role and future career.

There are a variety of administrative, financial and business support duties that may form part of your job it will be expected that you deal with information which may be sensitive or confidential. At this level you may also provide advice and guidance to other officers within the Business Support team.

You will be expected to carry out your duties in line with the School's/Local Authority's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, contract of employment, induction, ongoing performance management and development and through School communications.

The Senior Business Support Officer role is generic across School's, however if there are any aspects of the role that are specific to the school these will be included in the attached context sheet(s).

Key Areas

1. To provide an effective, flexible and responsive administrative/business support service to the Headteacher/Leadership Team.

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2. To ensure telephone/visitor enquiries are responded to sensitively and resolved appropriately and difficult customers who may be aggressive or upset dealt with effectively.
3. To provide a friendly, professional and customer focused reception service to all visitors and callers, including providing detailed advice and taking action where appropriate.
4. To ensure meetings and events are arranged and prepared for in a timely manner and are serviced and recorded appropriately and accurately.
5. To ensure documents are produced and formatted to school standards and within deadlines.
6. To provide assistance to other staff within the Business Support Team/School.

Duties and Responsibilities

1. Systems Management

- 1.1 To ensure office equipment is used proficiently, taking into account health and safety requirements and copyright legislation.
- 1.2 To ensure that effective and appropriate systems are developed, implemented, maintained and monitored when supporting the schools practices and procedures.
- 1.3 To be responsible for the effective stock management including assisting other employees in the use of these systems.

2. Information Management

- 2.1 To provide accurate statistical and management information in an appropriate and accessible format.
- 2.2 To ensure that issues relevant to the Business Support Team/Headteacher are researched, and information communicated to the Business Support Team/Headteacher.
- 2.3 To be responsible for all tasks in relation to the ordering and control of stationary and stock.

3. General

- 3.1 As part of your wider duties and responsibilities you are required to promote and actively support the School's/LA's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

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Please read our [safeguarding policy](#).

- 3.2 Carry out your duties with due regard to current and future School's/LA's policies, procedures and relevant legislation. These will be drawn to your attention in your appointment letter, your statement of particulars, induction, on-going performance development and through School communications.
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Responsible to: School to indicate

Responsible for: None

JD Reference No	SS/BS06
JD Prepared / Amended	Apr 2019
Refers to Job	

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Employee Specification

Section: All Schools Model

Job Title: Senior Business Officer

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	Attributes		Relevant Criteria	How Identified	Rank
1.	Relevant Experience	1.1	Proven experience of word processing or administrative work. (OPTIONAL - <i>including reception duties or including reprographics duties</i>)	Application Form / Selection Process	Indicate rank A B or C
		1.2	Experience of working with <i>computer packages e.g. Microsoft Word, Excel and Access.</i>	Application Form / Selection Process	Indicate rank A B or C
2.	Education and Training Attainments	2.1	Numeracy and literacy skills in order to produce complex and specialist documentation and statistical information including, the collation and accounting for cash.	Application Form / Selection Process	Indicate rank A B or C
3.	General and Special Knowledge	3.1	Business & Administration NVQ 3, or equivalent qualification or able to demonstrate equivalent skills.	Application Form / Selection Process	Indicate rank A B or C
		3.2	Understanding of the basic principles of customer care and providing an effective service.	Application Form / Selection Process	Indicate rank A B or C
		3.3	Understanding of SIMS,(Schools Management Information system)	Application Form/ Selection Process	Indicate rank A B or C
		3.4	Appreciation of the need to maintain strictest confidentiality about matters concerning school and how this relates to the duties of the post	Application Form/ Selection Process	Indicate rank A B or C

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4.	Skills and Abilities	4.1	Literacy skills to produce specialist word processing and administrative support, including management reports, plan & organise meetings and use of electronic messaging systems.	Application Form / Selection Process	Indicate rank A B or C
		4.2	Numeracy skills to produce statistical information, the collation and accounting for cash including the maintenance of stock and ordering of products and services.	Application Form / Selection Process	Indicate rank A B or C
		4.3	Ability to provide assistance and support to others on processes and systems.	Application Form / Selection Process	Indicate rank A B or C
		4.4	Ability to deal with sensitive and confidential information and respond positively to the demands of a varied workload.	Application Form / Selection Process	Indicate rank A B or C
		4.5	Ability to produce work to meet agreed targets, strict deadlines and to required standards.	Application Form / Selection Process	Indicate rank A B or C
		4.6	Able to provide excellent customer service and deal with difficult enquiries appropriately.	Application Form / Selection Process	Indicate rank A B or C
5.	Any Additional Factors	5.1	Commitment to undertake continued training and development	Selection Process	A
		5.2	To be supportive of the Catholic/Christian ethos of the school (OPTIONAL).	Selection Process	A
		5.3	Willingness to undertake an enhanced Disclosure and Barring Service check. Please note a conviction may not exclude candidates from employment but will be considered as part of the selection process.	Application Form/ Selection Process	A

Please make sure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criteria on your application form. The letters A, B and C in the "Rank" column refer to the importance we will give your answers when we read your applications. You must have all the A's on day one to be able to do the job, you need to have all the B's to do the job, but they could be learnt during the induction, and if you have C criteria

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this would be an additional bonus. We recognise and welcome our responsibility to remove any barriers in our Recruitment and Selection process for disabled people. We have tried to do this, but if you have a disability and identify any barriers in the job description or employee specification, please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

Where criteria are to be identified through the "Selection Process", this may involve written exercises, group discussions, presentations, interview etc.